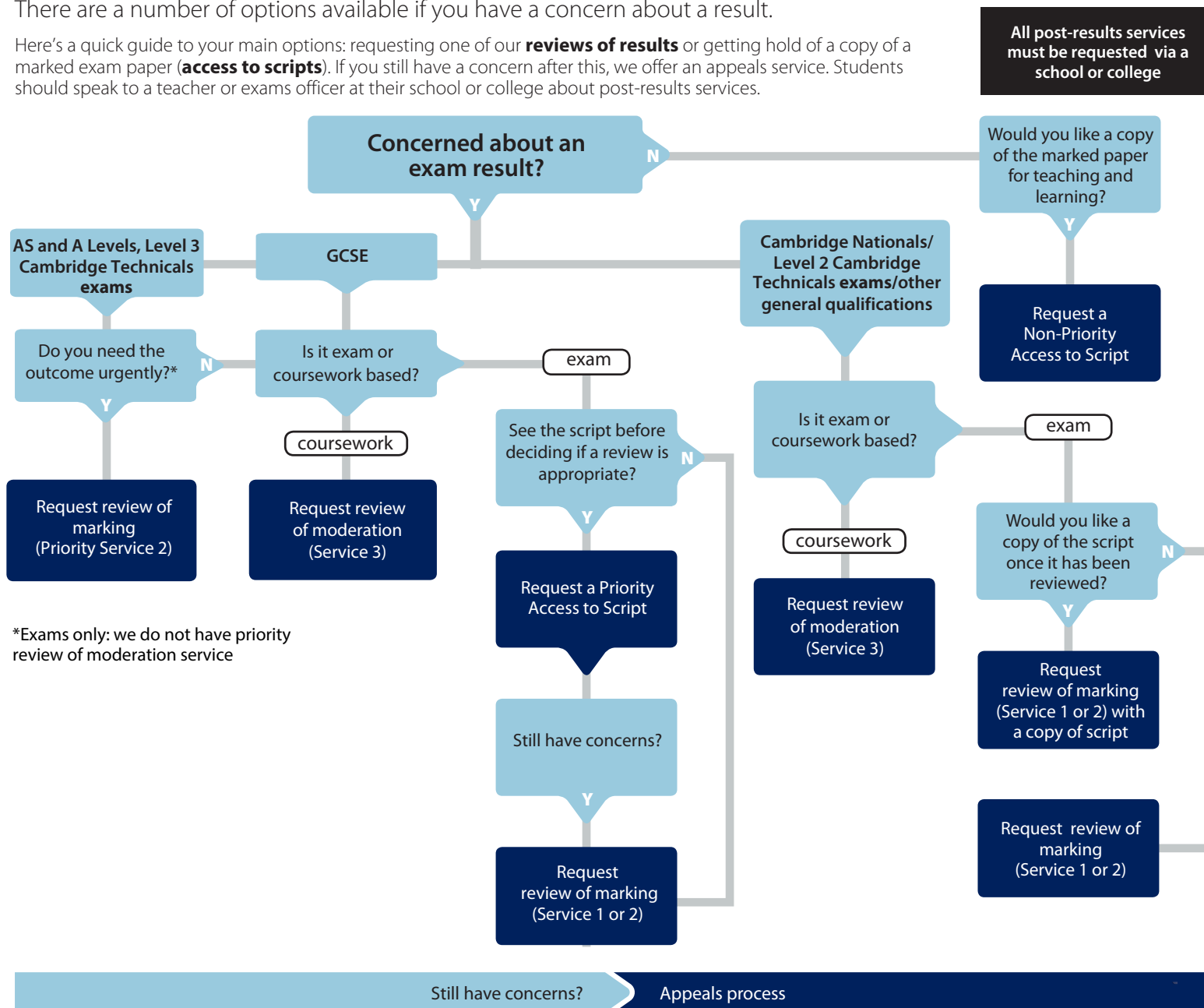# OCR's post-results services and fees: June 2019 series

There are a number of options available if you have a concern about a result.

Here's a quick guide to your main options: requesting one of our **reviews of results** or getting hold of a copy of a marked exam paper (**access to scripts**). If you still have a concern after this, we offer an appeals service. Students should speak to a teacher or exams officer at their school or college about post-results services.

All post-results services must be requested via a school or college

Flowchart

Concerned about an exam result?

— N → **Would you like a copy of the marked paper for teaching and learning?**
— Y → **Request a Non-Priority Access to Script**

— Y →
- **AS and A Levels, Level 3 Cambridge Technicals exams**
- **GCSE**
- **Cambridge Nationals/Level 2 Cambridge Technicals exams/other general qualifications**

AS and A Levels, Level 3 Cambridge Technicals exams
→ **Do you need the outcome urgently?***
- N → (to GCSE branch)
- Y → **Request review of marking (Priority Service 2)**

GCSE → **Is it exam or coursework based?**
- exam → **See the script before deciding if a review is appropriate?**
  - Y → **Request a Priority Access to Script** → **Still have concerns?** → Y → **Request review of marking (Service 1 or 2)**
  - N → **Request review of marking (Service 1 or 2)**
- coursework → **Request review of moderation (Service 3)**

Cambridge Nationals/Level 2 Cambridge Technicals exams/other general qualifications → **Is it exam or coursework based?**
- exam → **Would you like a copy of the script once it has been reviewed?**
  - Y → **Request review of marking (Service 1 or 2) with a copy of script**
  - N → **Request review of marking (Service 1 or 2)**
- coursework → **Request review of moderation (Service 3)**

Still have concerns? → **Appeals process**

*Exams only: we do not have priority review of moderation service

Our Services Explained

Access to scripts
by 22/08/19 – AS/A Level, L3 Technicals
by 29/08/19 – GCSE

Priority (£12.15)
A PDF copy of the original marked script to help you decide whether to request a review.

Non-Priority for teaching and learning (£11.75)
As priority but not guaranteed to arrive before the review deadline. — by 26/09/19

Service 1 — by 19/09/19
Clerical re-check (£17.45)
of all procedures leading to the issue of a result.

Service 2 — by 19/09/19
Review of marking (£48.50)
To ensure the agreed mark scheme has been applied correctly. If you are concerned about a group of candidates, you should submit requests for all candidates you believe are affected.

Priority Service 2 — by 22/08/19
Review of marking (£59.80)
As for Service 2, but only available for AS and A Levels and Level 3 Cambridge Technicals in the June series.

Service 2a and 2b — by 19/09/19
For Cambridge Technicals and specific GCSE, AS and A Level exams for which access to scripts is not available, such as speaking tests (see www.ocr.org.uk/service2).

Service 3 — by 19/09/19
Review of moderation (£225.20)
Review of the original moderation to ensure assessment criteria have been fairly, reliably and consistently applied.

Copy of script
A PDF copy of the reviewed script to be delivered after the review has been completed. (£12.15)

Missing and incomplete results (MIR)
An investigation to check if a result indicator – no result (X), partial absence (#) or pending (Q) – has been wrongly applied.

Late certification
Request when a certification entry has not previously been made for a unitised qualification.

www.ocr.org.uk/prs
For further details of services, fees and charging policy, visit **www.ocr.org.uk/prs**

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